

Client Instruction Pack

What Odinma needs before starting an email migration to Google Workspace.

1. Google Workspace access

Preferred option: create a temporary admin user for Odinma. This allows configuration to be completed cleanly and removed after handover.

- Go to admin.google.com and open Directory > Users
- Create a temporary user such as paul@yourdomain.com
- Assign Super Admin while the migration is active
- Remove or downgrade access after completion

2. Domain and DNS access

Odinma needs to update MX records and add authentication records. The safest options are delegated registrar access or a guided call where you enter the records while Odinma talks you through the steps.

3. Existing mailbox access

If old emails need to be migrated, temporary access to the current mailbox may be needed. Change the password after migration is complete.

Secure access principles

- Use temporary access where possible
- Do not send long-term personal passwords unnecessarily
- Confirm who has access and when it will be removed
- Change any shared passwords after handover
- Keep recovery email and phone details up to date

Checklist before migration

- Domain login is available
- Google Workspace subscription is active
- Mailbox list is confirmed
- Old email password is available if migration is needed
- Preferred switch-over time is agreed